

FIG. 2

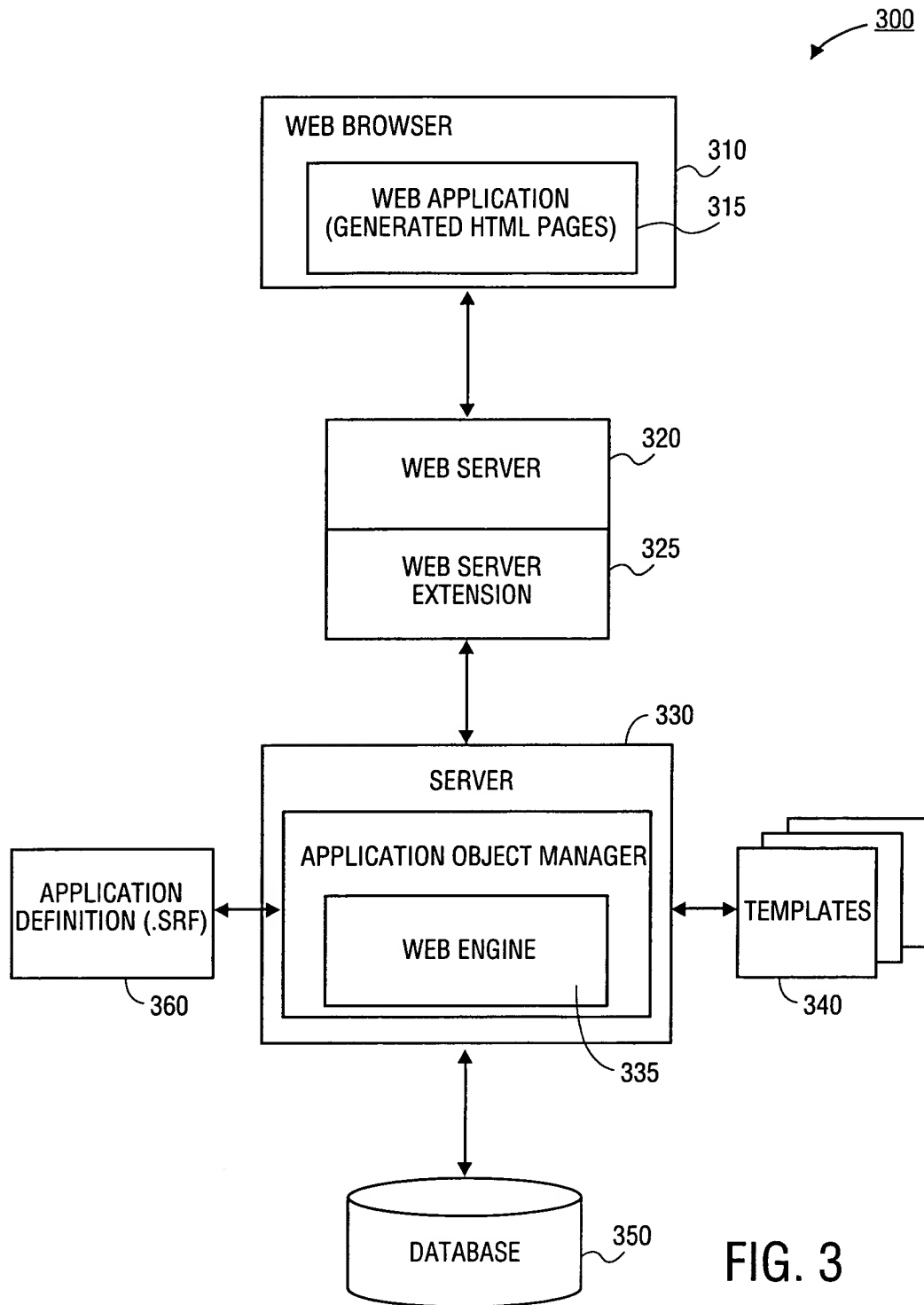


FIG. 3

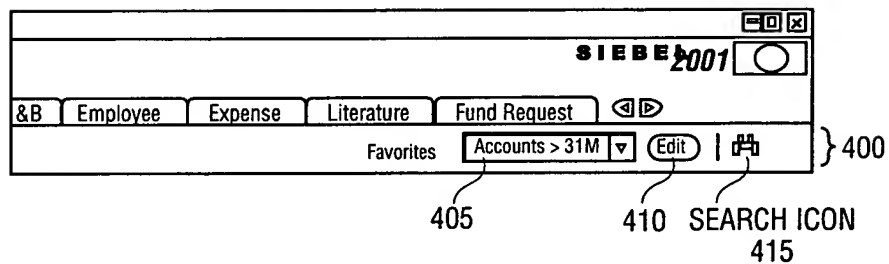


FIG. 4

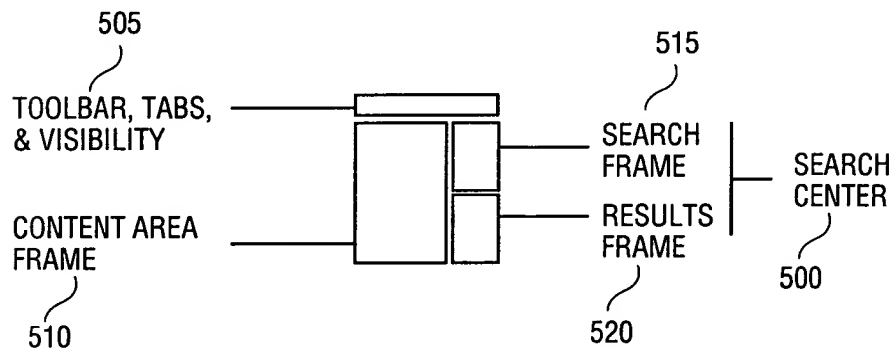


FIG. 5

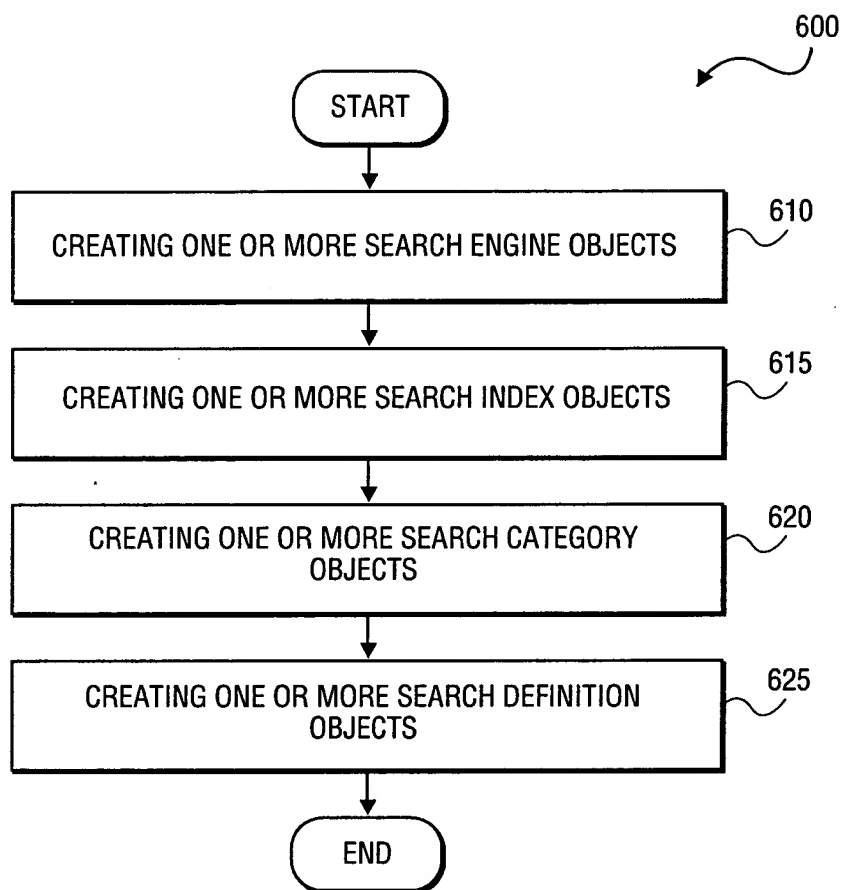


FIG. 6

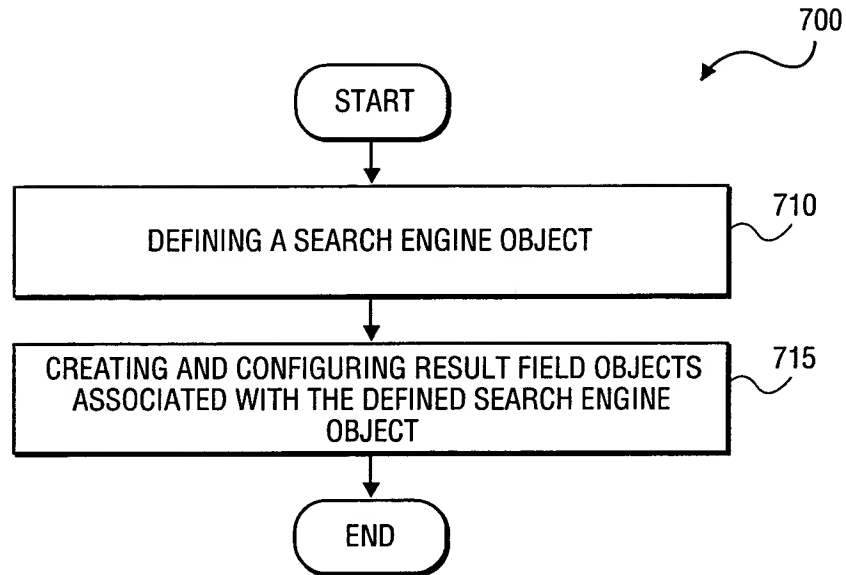


FIG. 7

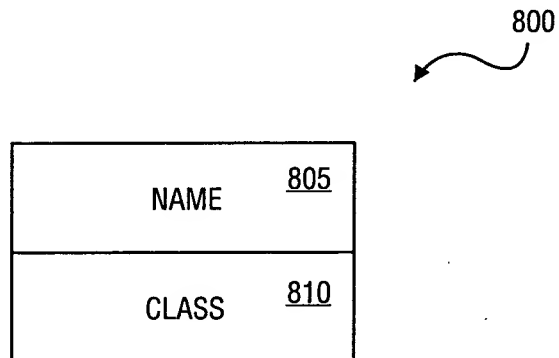


FIG. 8



900
↙

COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

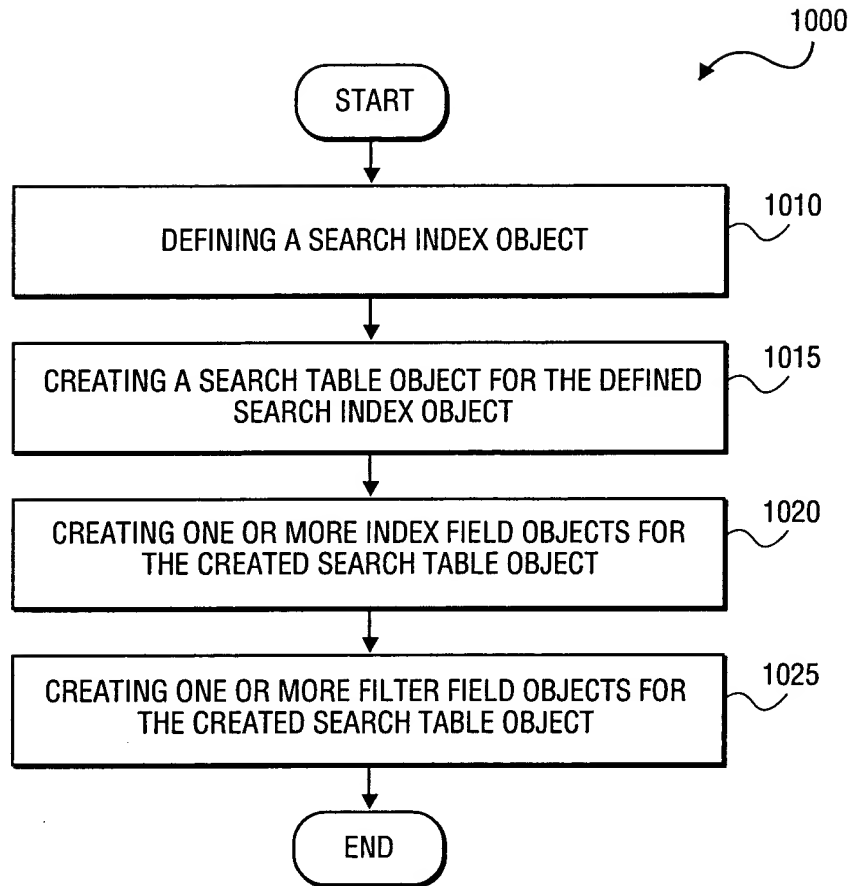


FIG. 10



Application No. 09/883,776
Reply to Notice Regarding Drawing Jan. 6, 2006
Replacement Sheet

1100
↙

NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200
↙

TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

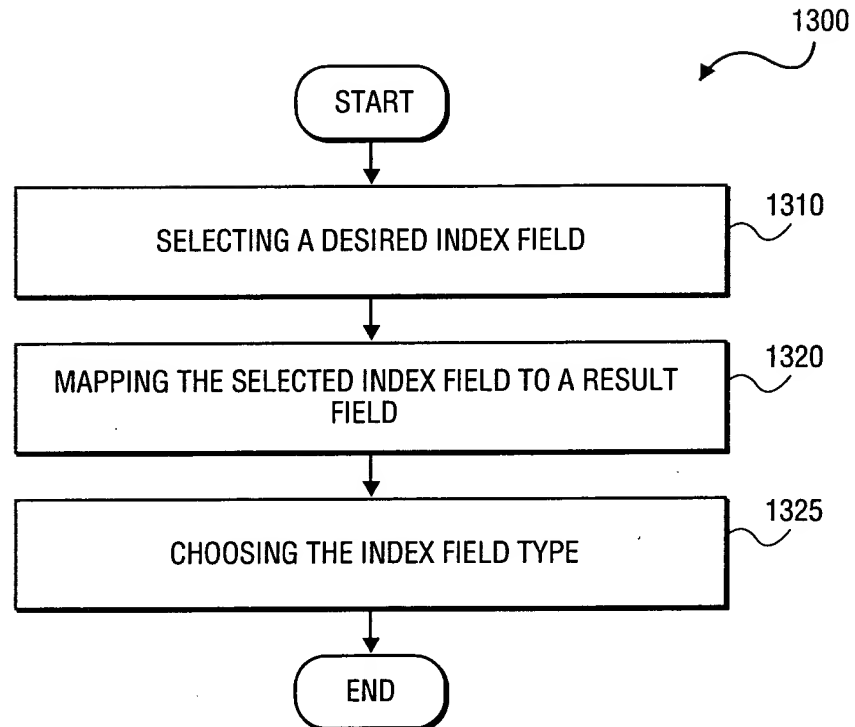
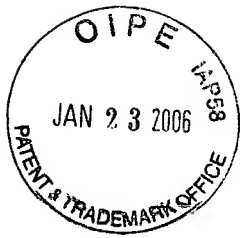


FIG. 13



1400

BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450

NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

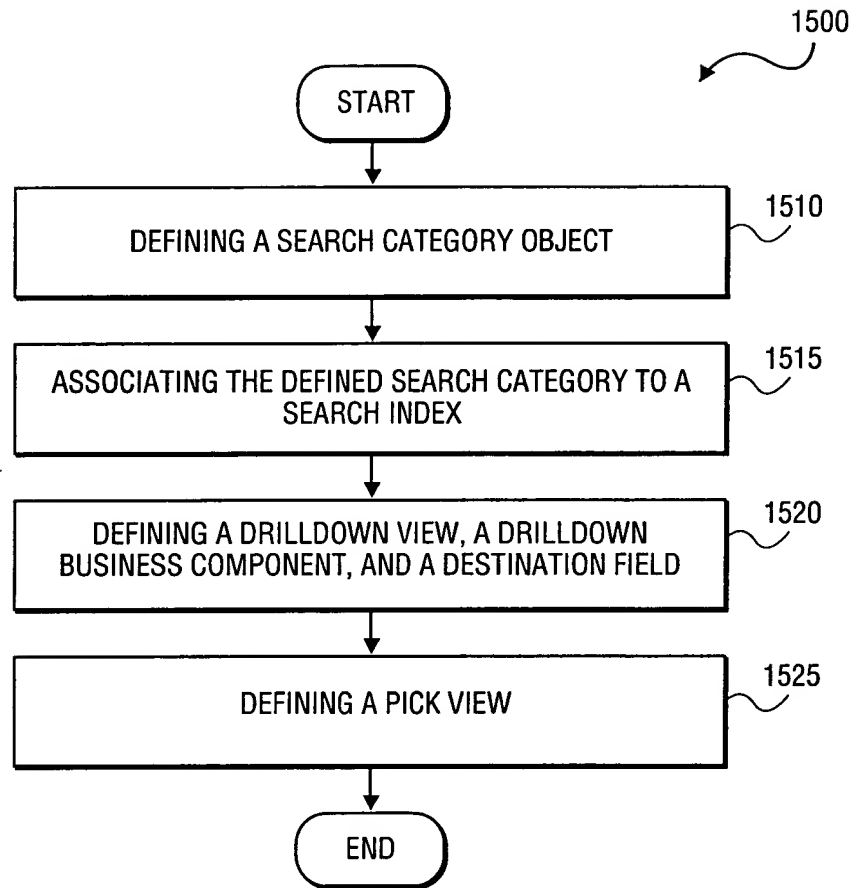


FIG. 15



1600
↙

NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16



1700

APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

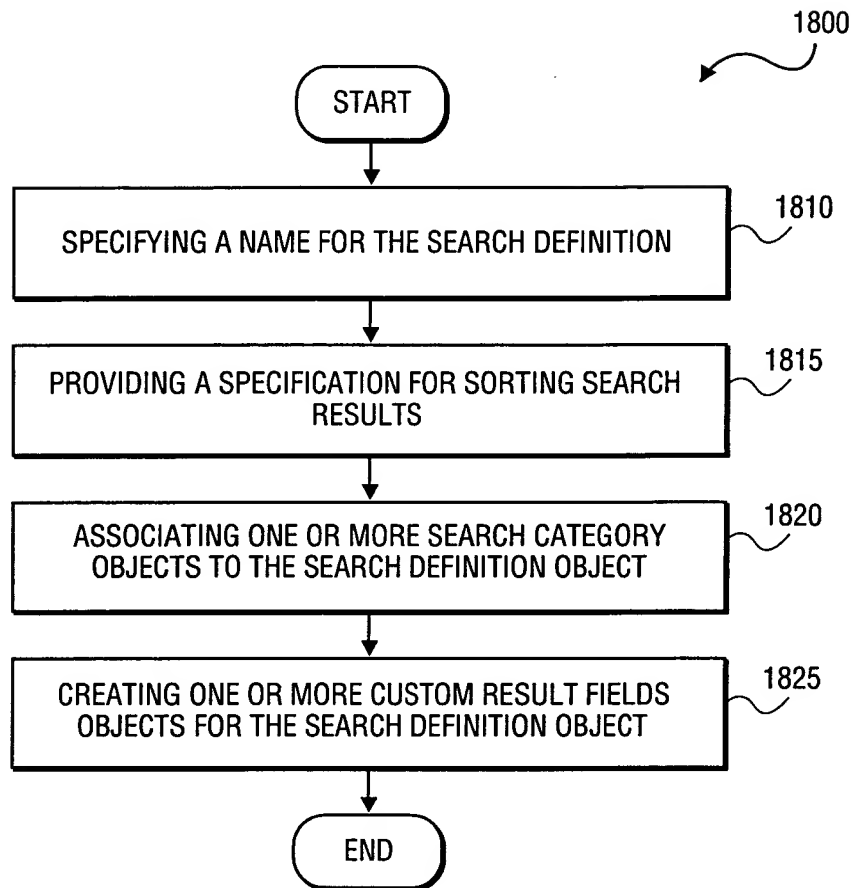


FIG. 18A

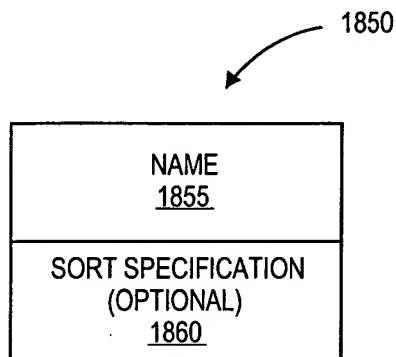


FIG. 18B



Application No. 09/883,776
Reply to Notice Regarding Drawing Jan. 6, 2006
Replacement Sheet

1900

NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19



2000
↙

DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

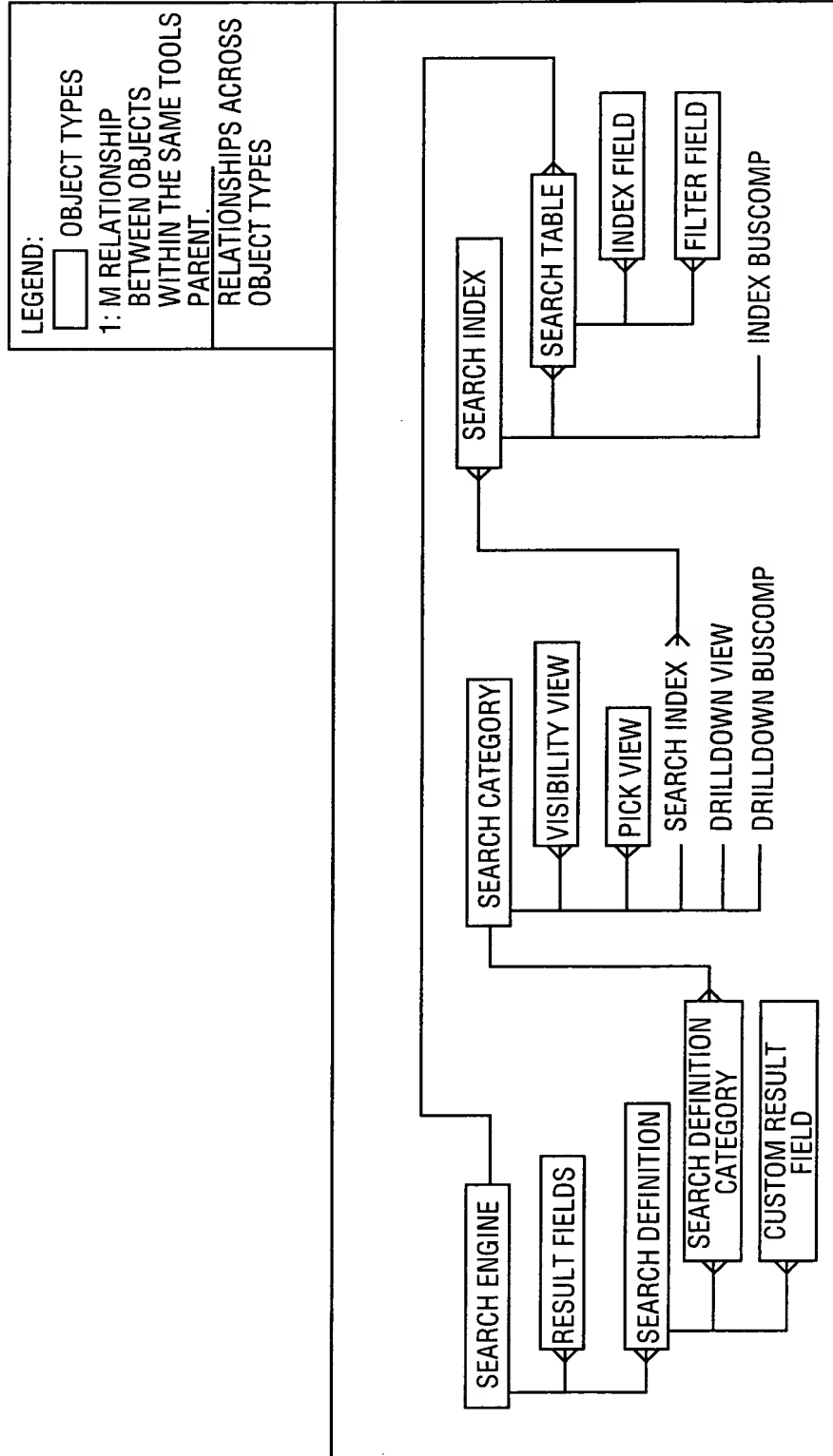


FIG. 21

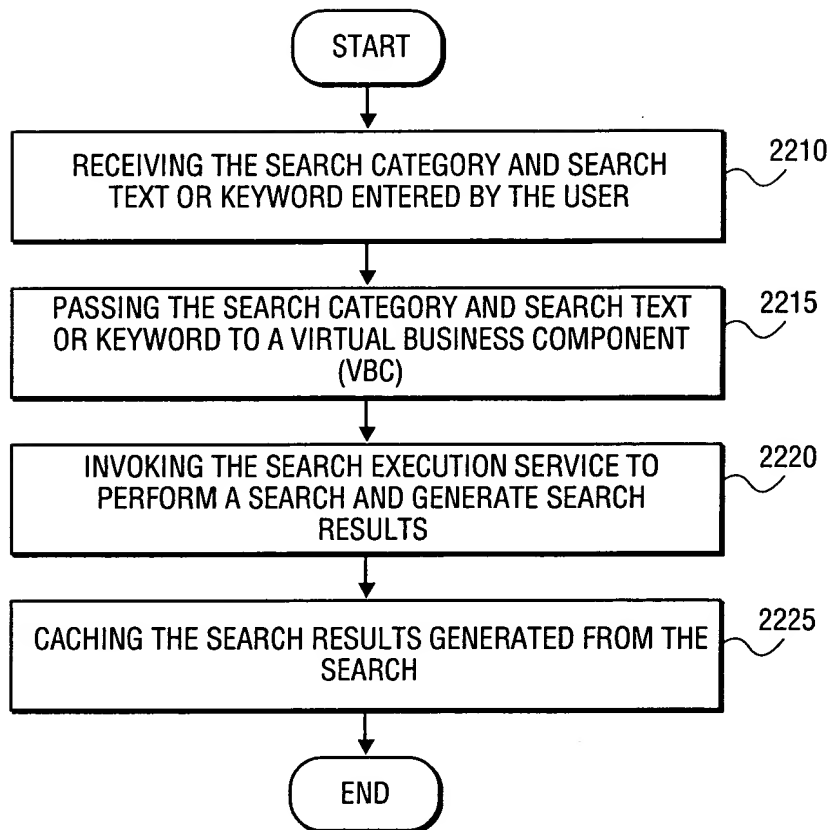


FIG. 22

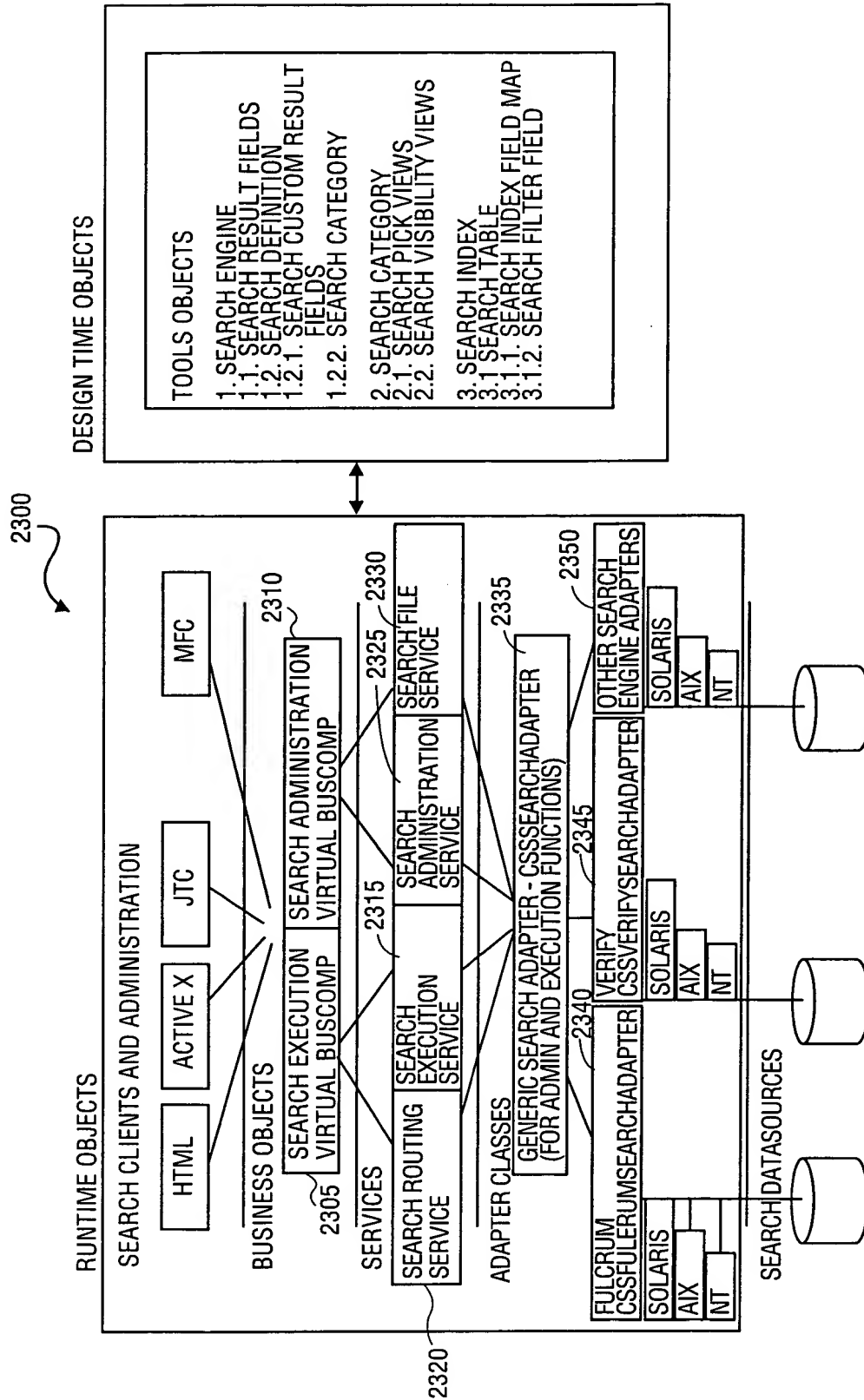


FIG. 23



Search

Look for: 2410
All Employees

Last Name: Gorman 2415A
First Name: Richard 2415B
Division: 2415C
2415D
2415E

2415

Search 2420A | Save 2420B | Reset 2420C | Help 515

CLOSE BUTTON 2405

FIG. 24

Search

Look for: 2505
< - Service Request

All Accounts
All Contacts
All Employees
All Opportunities
All Products
Decision Issues
Literature
Resolution Documents
Solutions
Advanced Search 2510

Help

2500

FIG. 25



2605

2600

2405

2610

2620

2615

FIG. 26

Siebel Service 7.0

Service Request

File View Help Show My Service Requests

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request Favorites Accounts > \$1W Edit

Service = My Service Requests > Activity Plans

SR #: []

References: []

Account: []

Sites: []

Last Name: []

First Name: []

Primary Phone #: []

Email: []

Data Opened: []

Current Time: []

Sources: []

2605

Look for: [All Employees]

All Employees [] Gorman

First Name: [] Richard

Division: []

Search [] Save [] Reset [] Help []

Results

1 to 3 of 3

Last name	First name
Gorman	Richard
Gorman	Richard
Gorman	Richard

Summary

Name	Summary	Date Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2000
Server Service Process	2-1CU, Server Service Process	06/29/2000
Tech Support Call	26-234A, Tech Support Call	07/08/2000

Activities

1 of 3 of 3

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

FIG. 27

Siebel Service 7.0
SIEBEL 2001

File View Help Show My Service Requests
Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request

Service Request
1 of 2

SR #:

References:

Account:

Sites:

Last Name:

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Sources:

2625
2710

Look for:

Advanced Search

Keywords:

In:

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

2720

2725

2730
2740

Results

1 to 8 of 12

Type	Summary
Literature	Powering the WD-25001 Ha
Literature	2-1 CU Server Service Proc
Literature	50211 WD-25001 Hard Driv
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1 CU Server Service Proc

A rectangular box representing a search filter interface. On the left, the word "Include:" is followed by a table with four rows. The first row is "Any word (OR match)" with a dropdown arrow on the right. The second row is "All words (AND match)". The third row is "Any word (OR match)". The fourth row is "Exact Phrase (quoted query)". A bracket on the right side of the table is labeled 2805. A label 2810 points to the first row. A label 2815 points to the "Include:" text. A label 2820 points to the table. A label 2800 with an arrow points to the entire box.

Any word (OR match)	▼
All words (AND match)	
Any word (OR match)	
Exact Phrase (quoted query)	

FIG. 28

A rectangular box representing a search refinement interface. On the left, the text "Refine Search:" is followed by a radio button and the text "Proximity Search, NEAR means". To the right of this text is a small rectangular input field, and to the right of that is the text "chars". A label 2910 points to the input field. A label 2905 points to the radio button. A label 2900 with an arrow points to the entire box.

Refine Search: ☒ Proximity Search, NEAR means chars

FIG. 29



3000

3005

3010

FIG. 30

http://smqal142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Site Map Help Profile Logout

Address http://smqal142/calcenter.start.swe

Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Orders

Show Search Indices

Search Indices:

Index Settings

Home New Copy Find 1 of 2

Language BNU

Delete

Default Setting

Index Buscomp Refresh All Refresh No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction detail	FUL_AUCT	✓		205 Records Indexed 0 Records Not Ignored	✓
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Ignored	✓
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Ignored	✓
Document		FUL_EXTDOC	✓	WSWCALN142DWEdsearch_doc#	5 Records Indexed 4 Records Not Ignored	✓
Literature	Sales Tool	FUL_LIT	✓		175 Records Indexed 0 Records Not Ignored	✓
Product	Winner Product	FUL_PROD	✓		8 Records Indexed 4 Records Not Ignored	✓
Resolution Documents	SR Resolution	FUL_RESDOC	✓			✓



3100

3105

3110

FIG. 31

http://smqal142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites History Search Address http://smqal142/calcenter.start.swe

Back Forward Stop Query Help

Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Others

Show Search Indices

Search Indices:

Index Settings

Home

Default Setting

Description

Language

GNU

Delete

Save

Normalizing

Stop file

Translation Label

Value

DEFAULT

c:\program files\Volcrum\ultext\ultext.stp

VAN_LATIN

Name	Value	Delete	Save
Normalizing	DEFAULT	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stop file	c:\program files\Volcrum\ultext\ultext.stp	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Translation Label	VAN_LATIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>

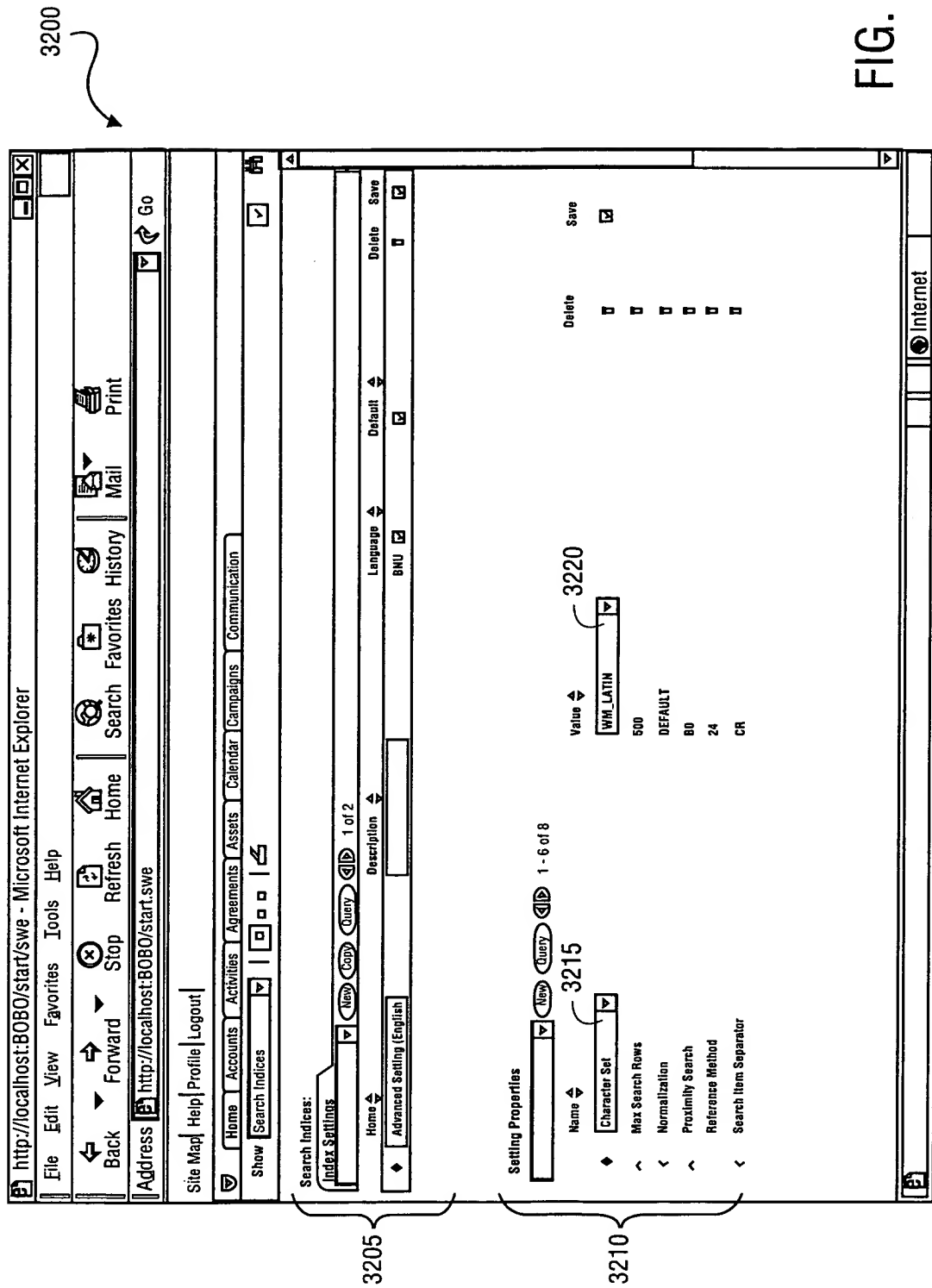


FIG. 32

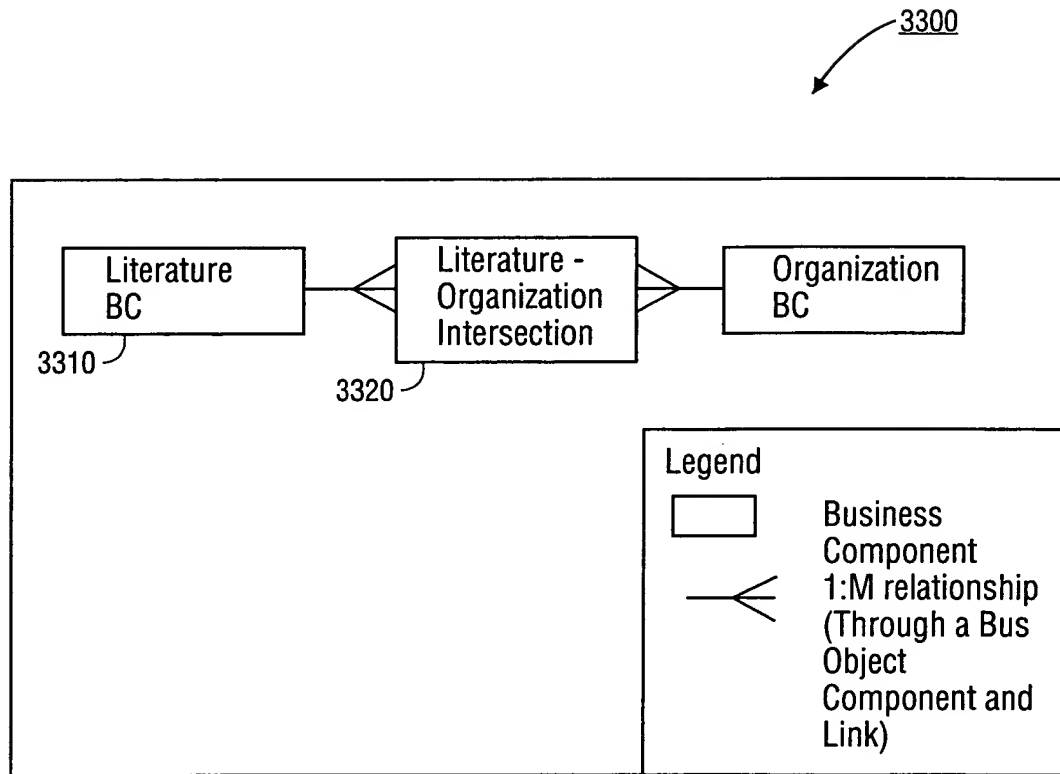
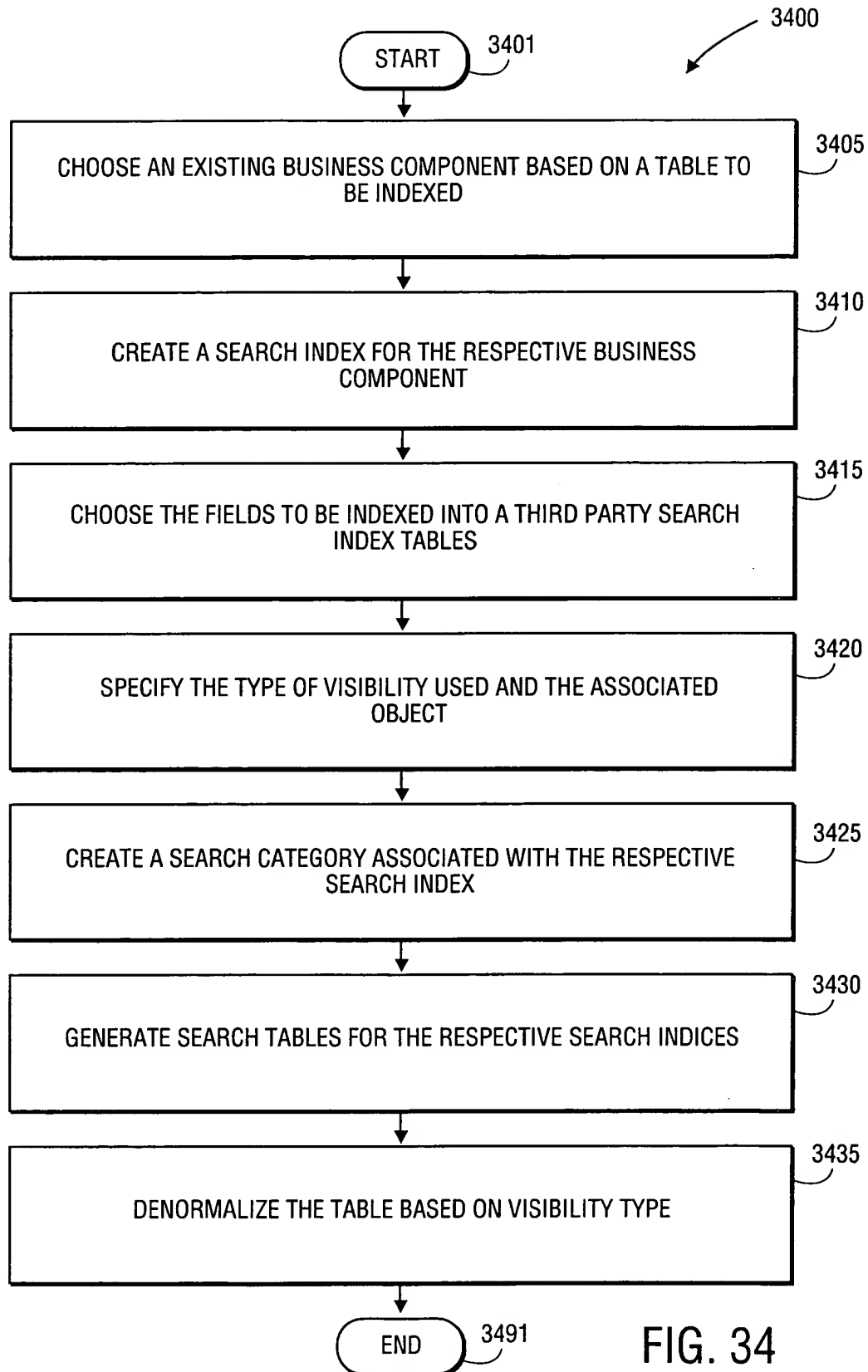
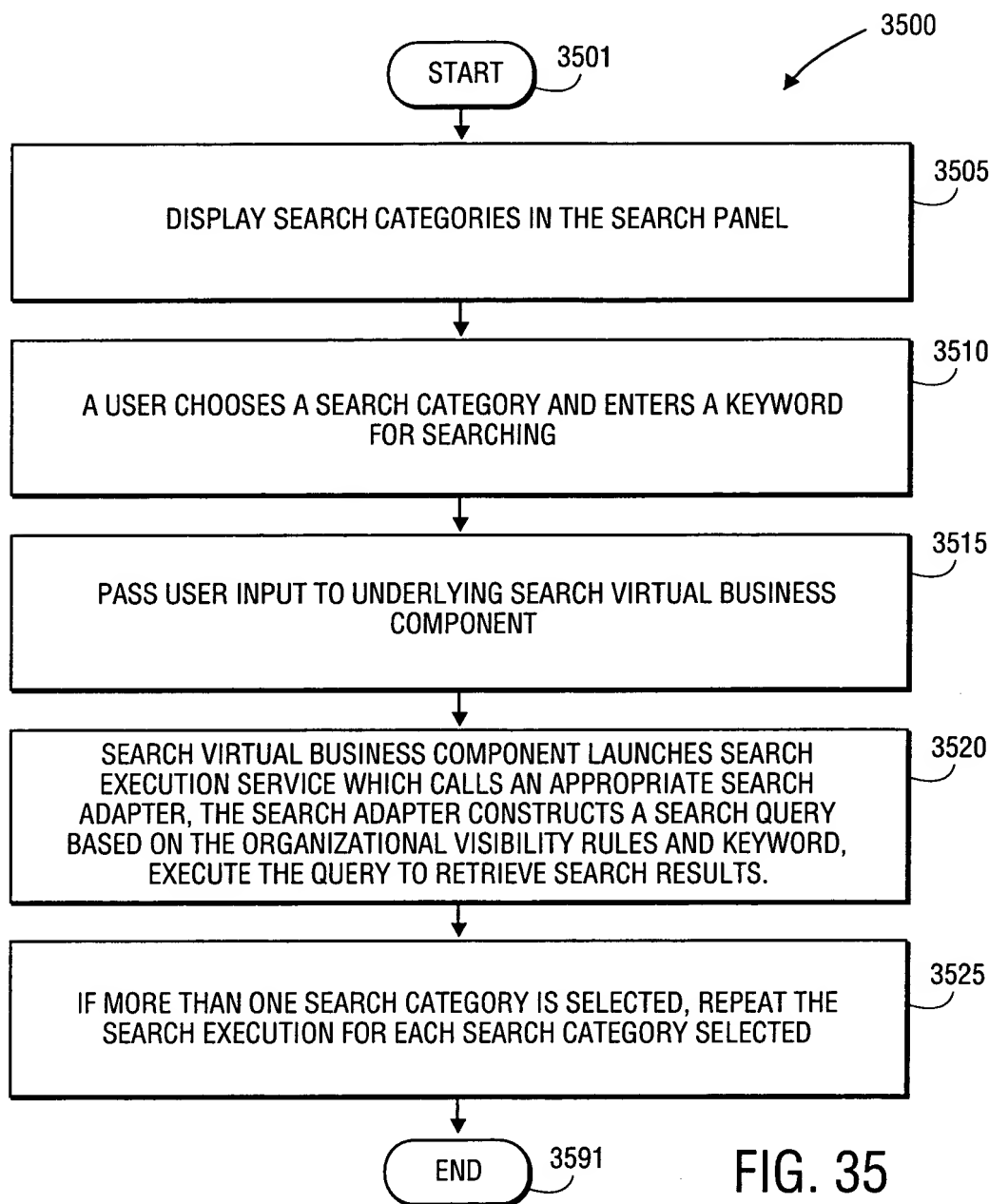


FIG. 33





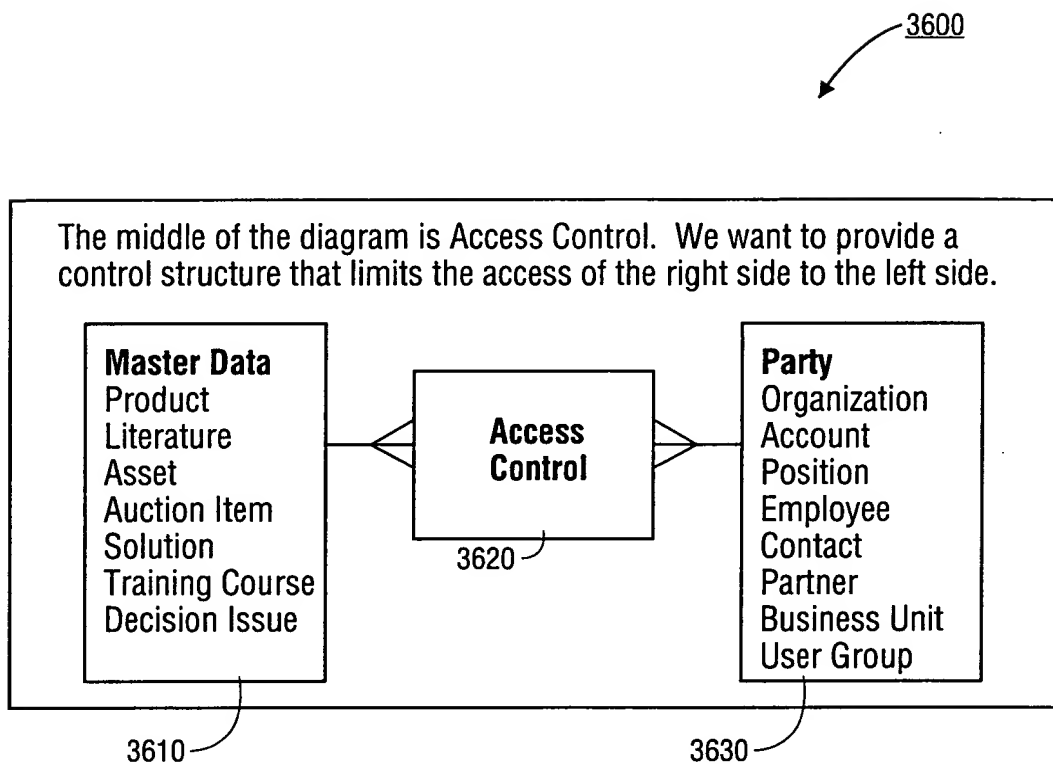
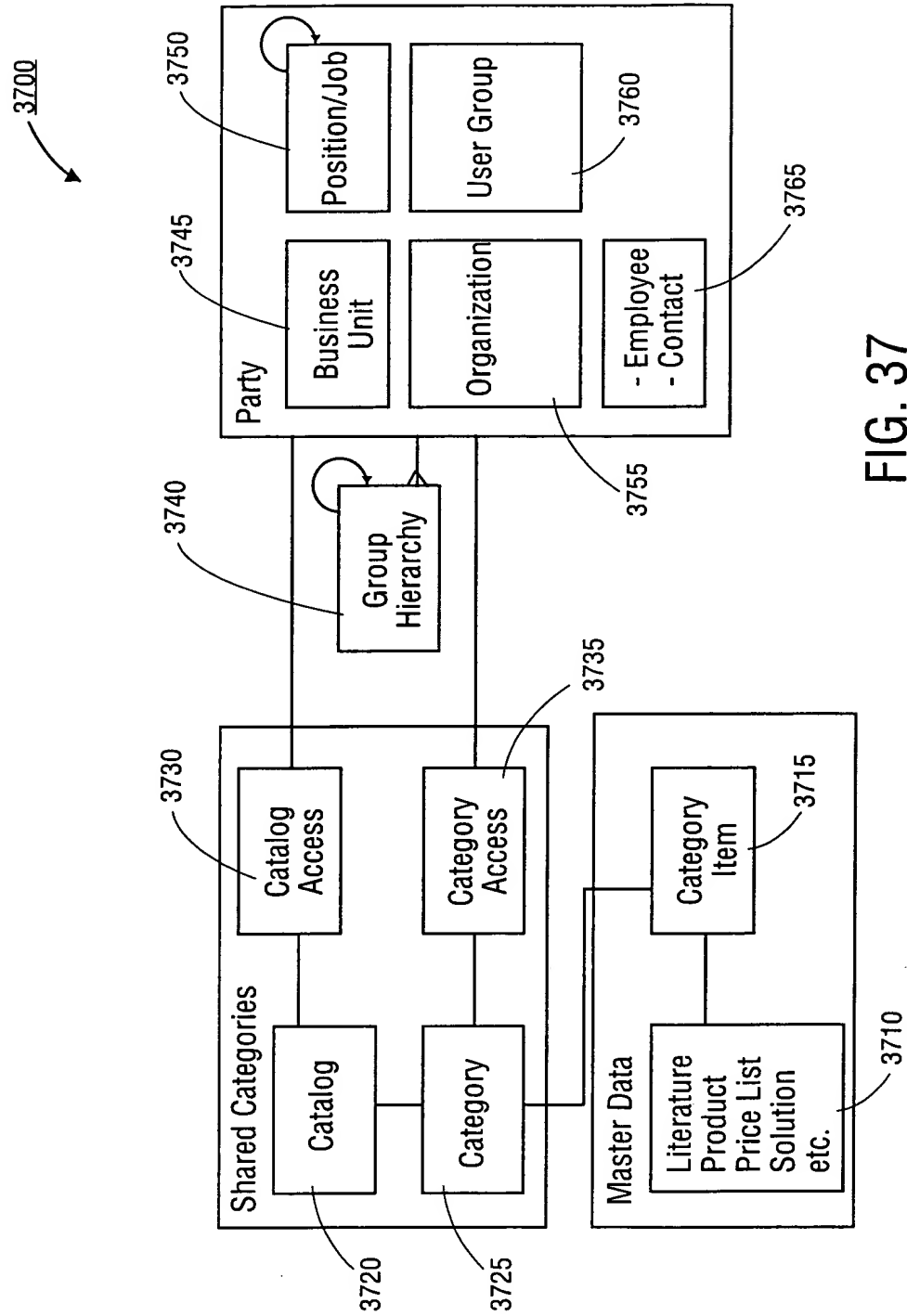


FIG. 36





3800

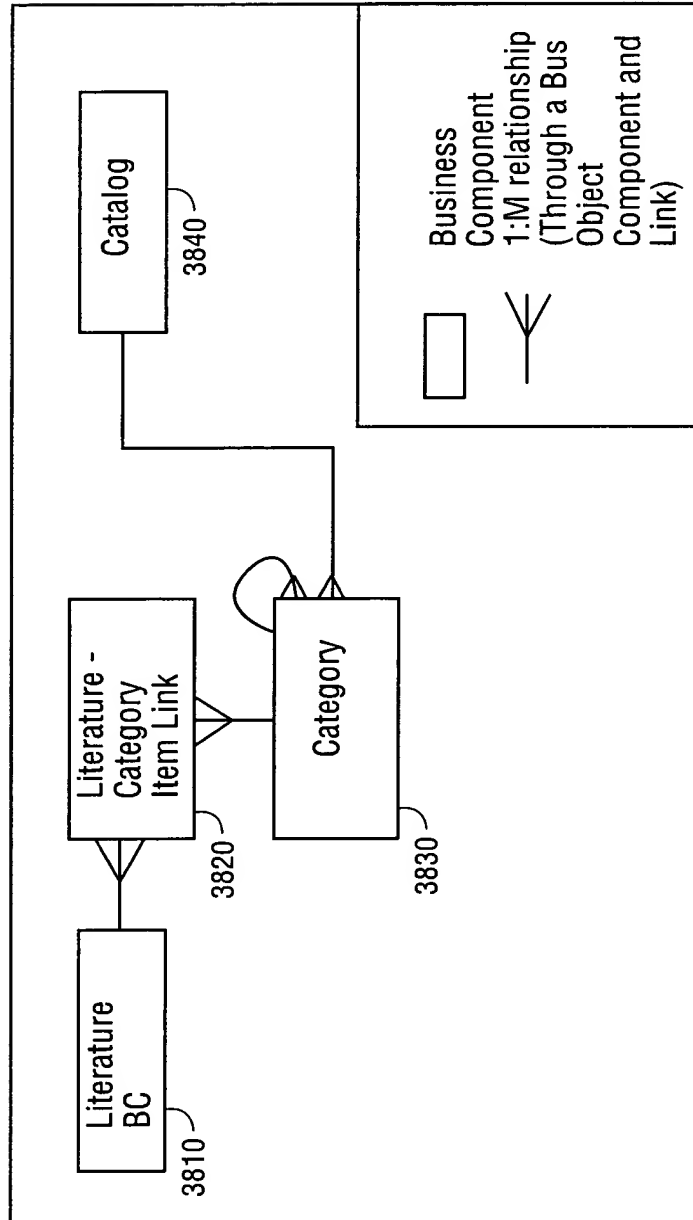


FIG. 38

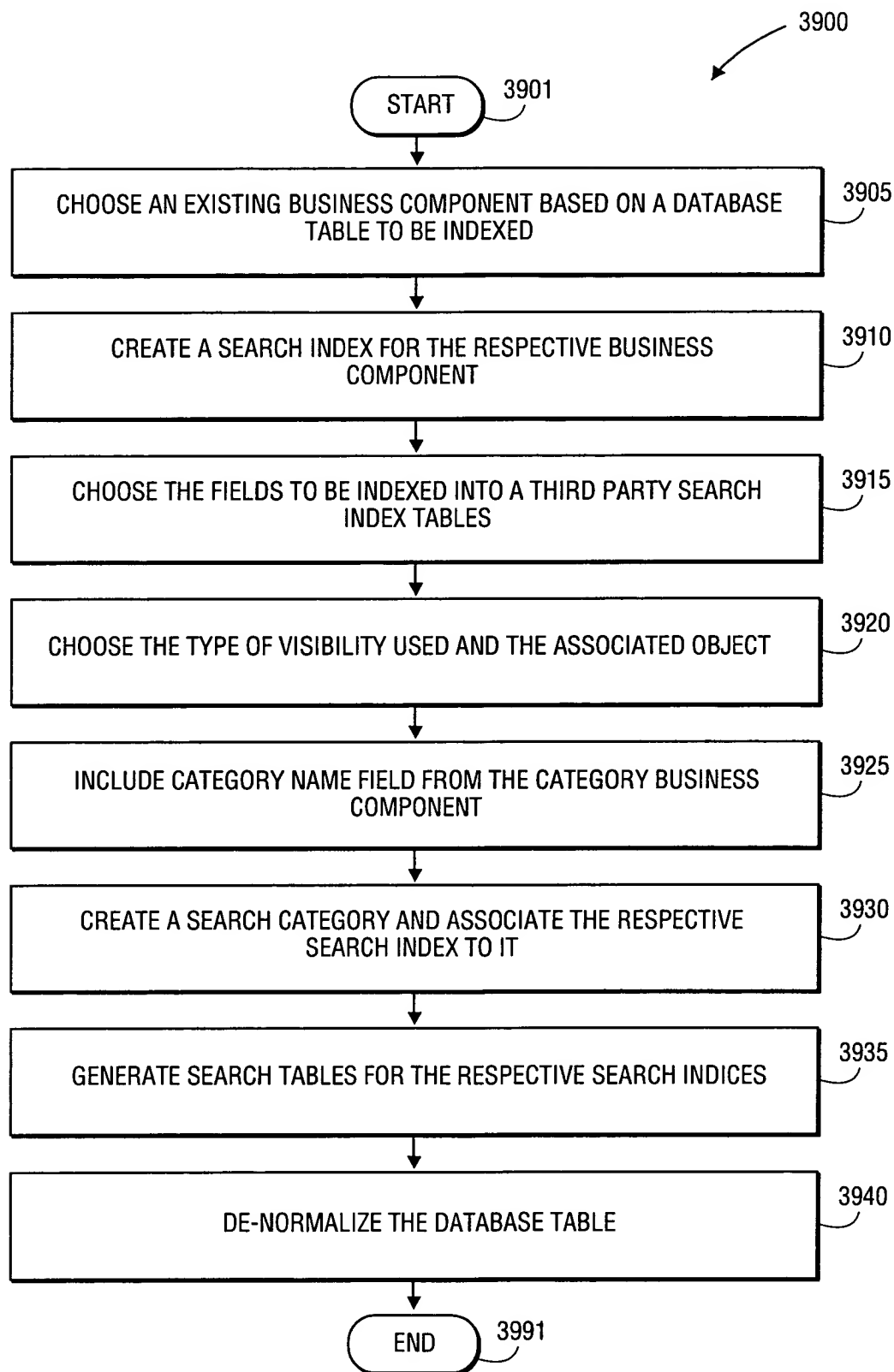


FIG. 39

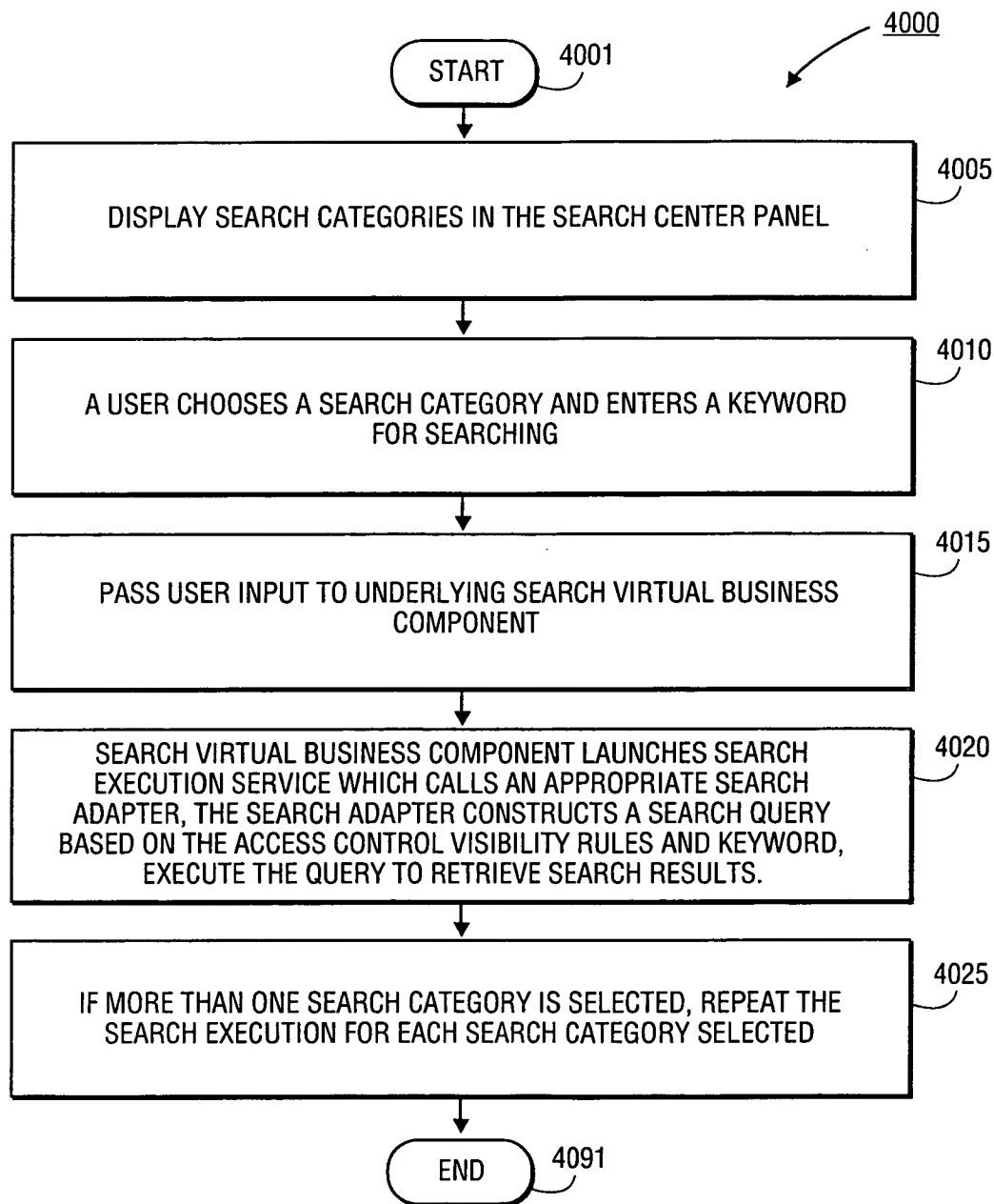
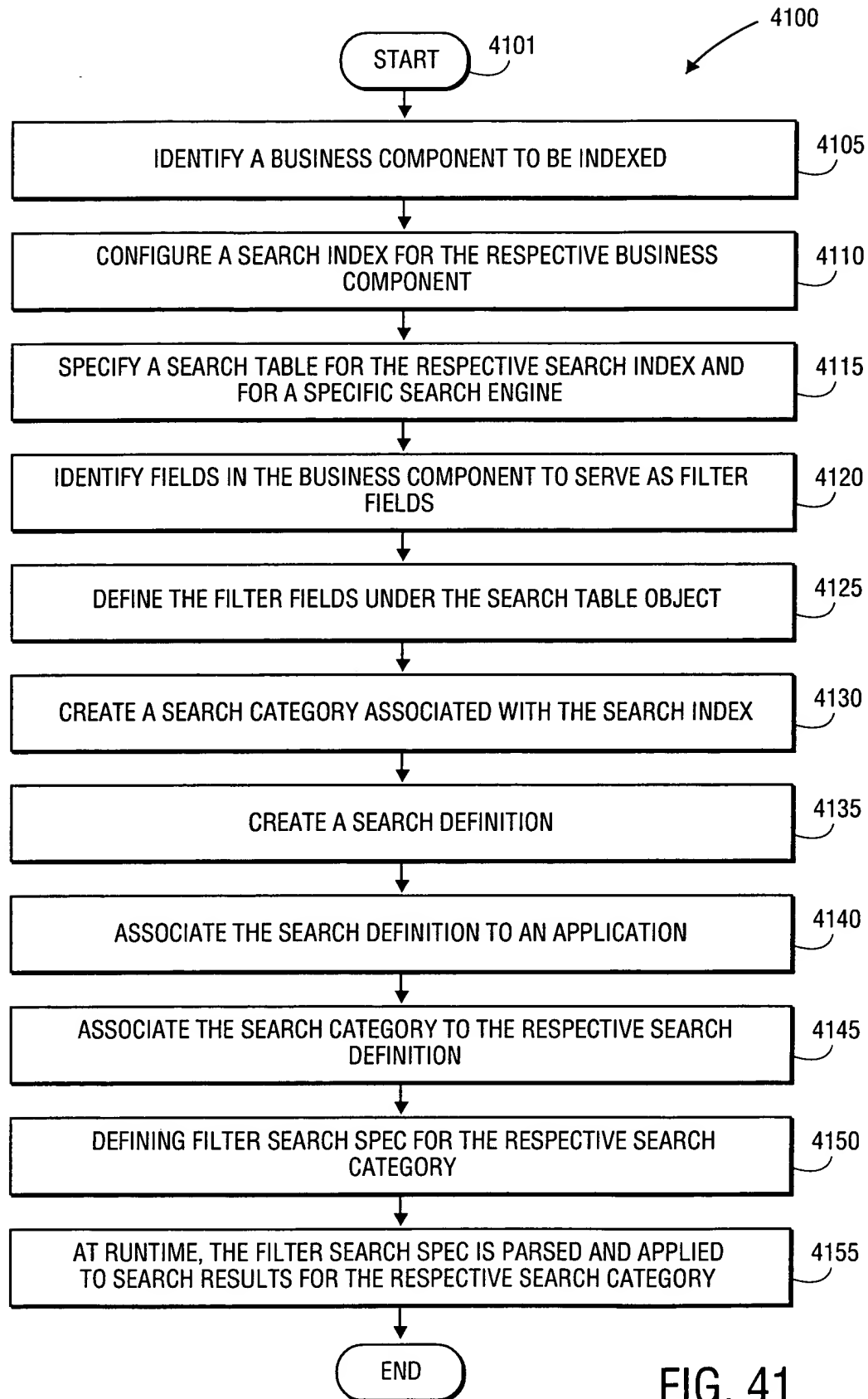


FIG. 40



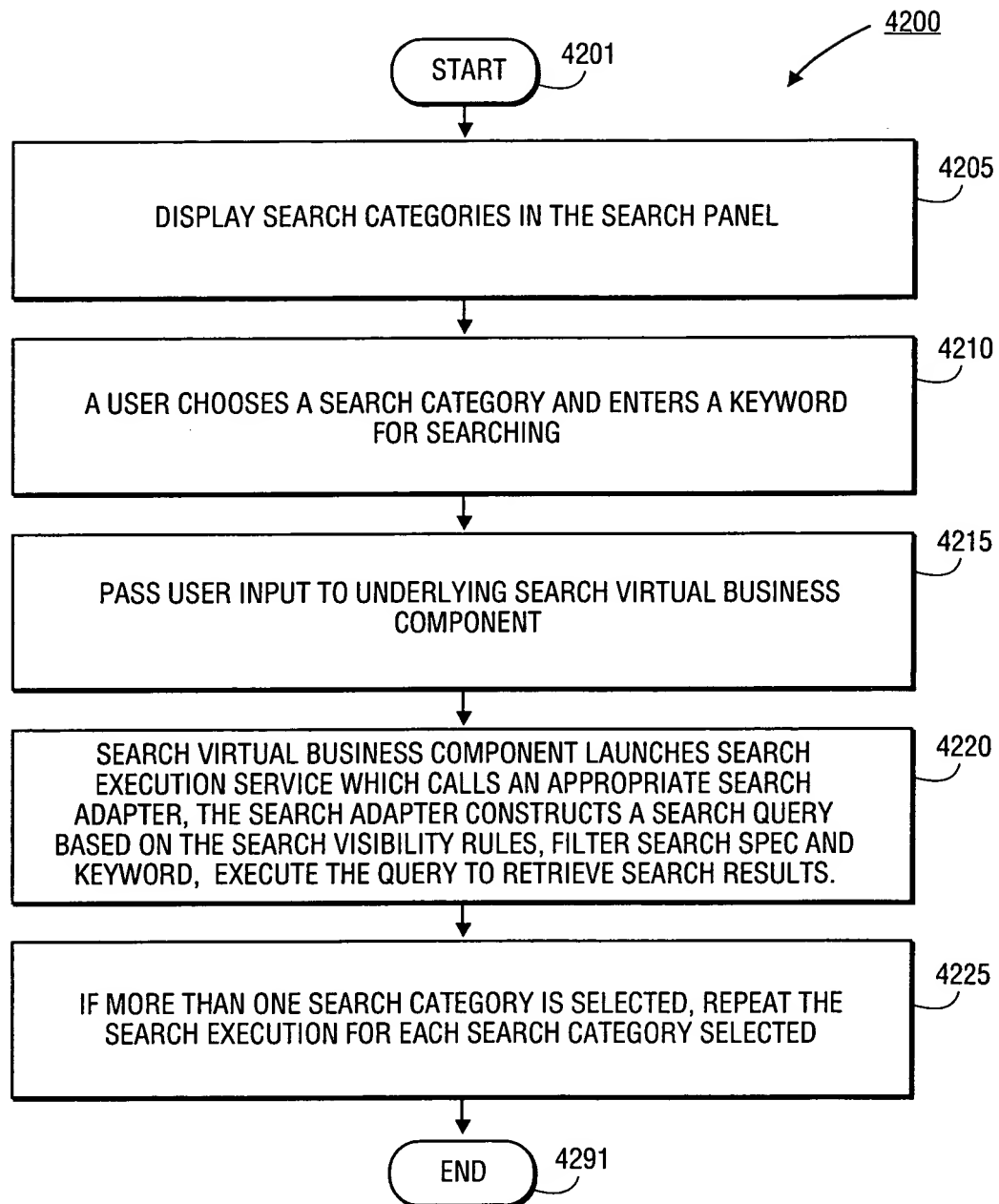


FIG. 42

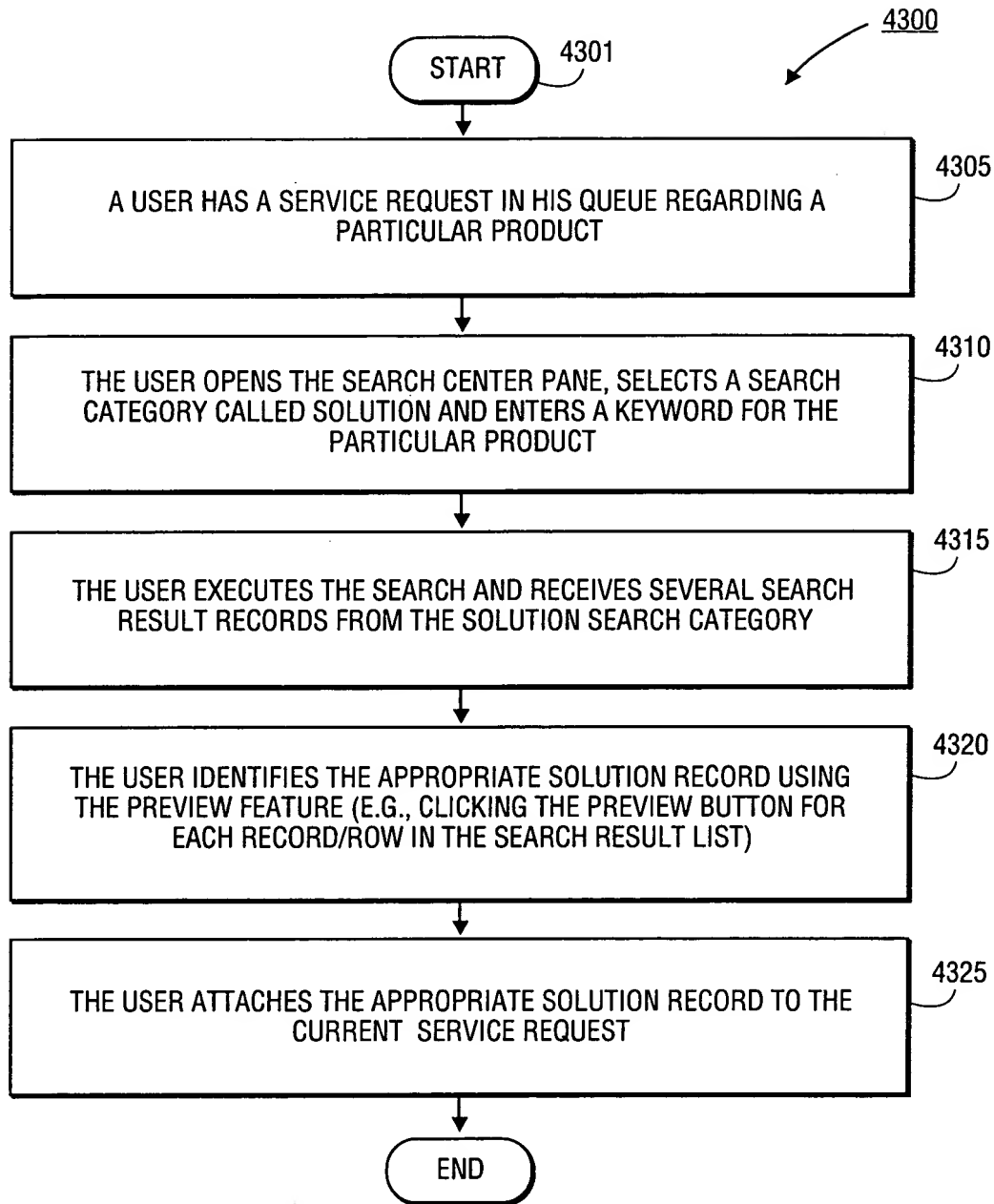


FIG. 43

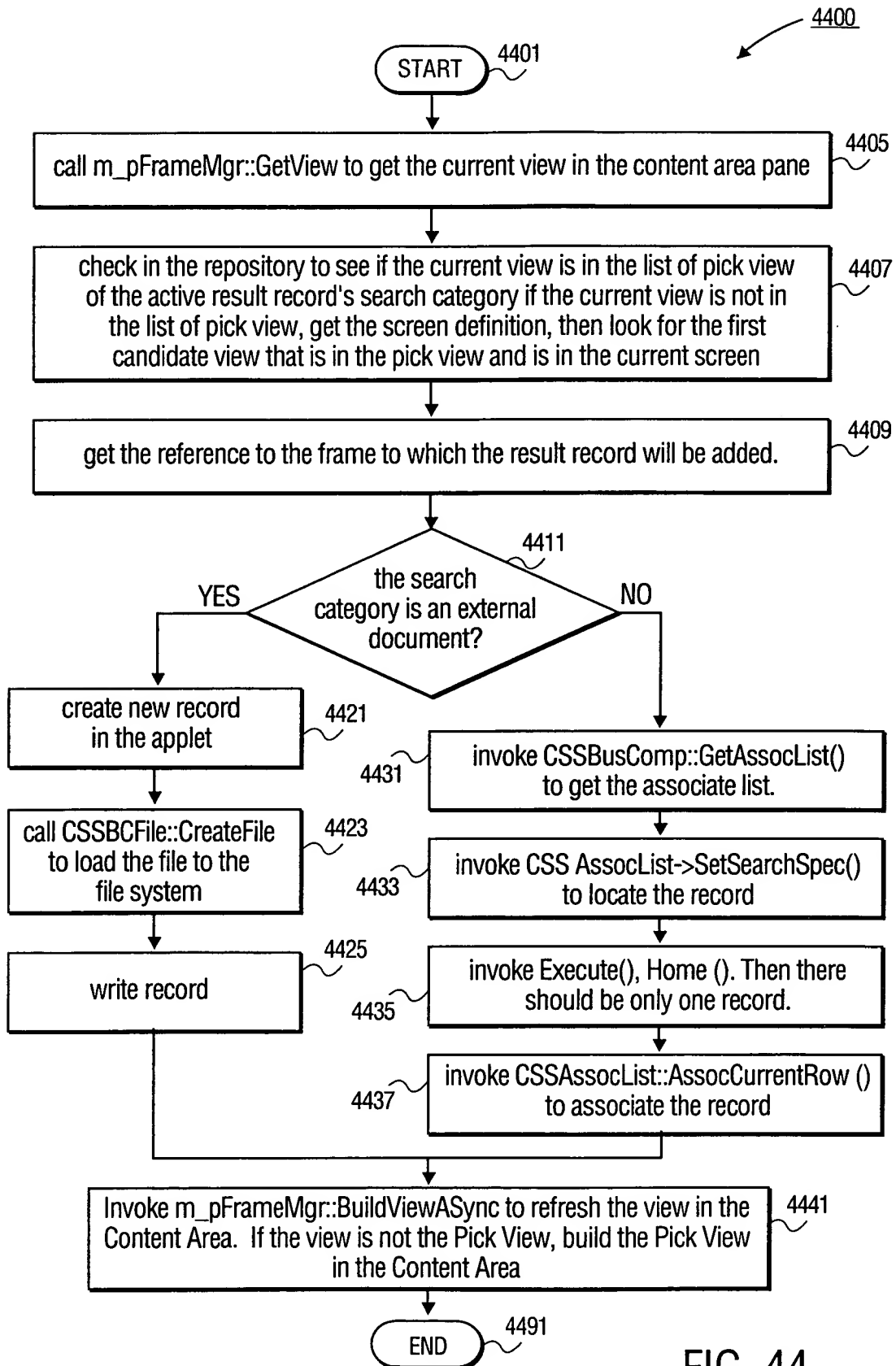


FIG. 44

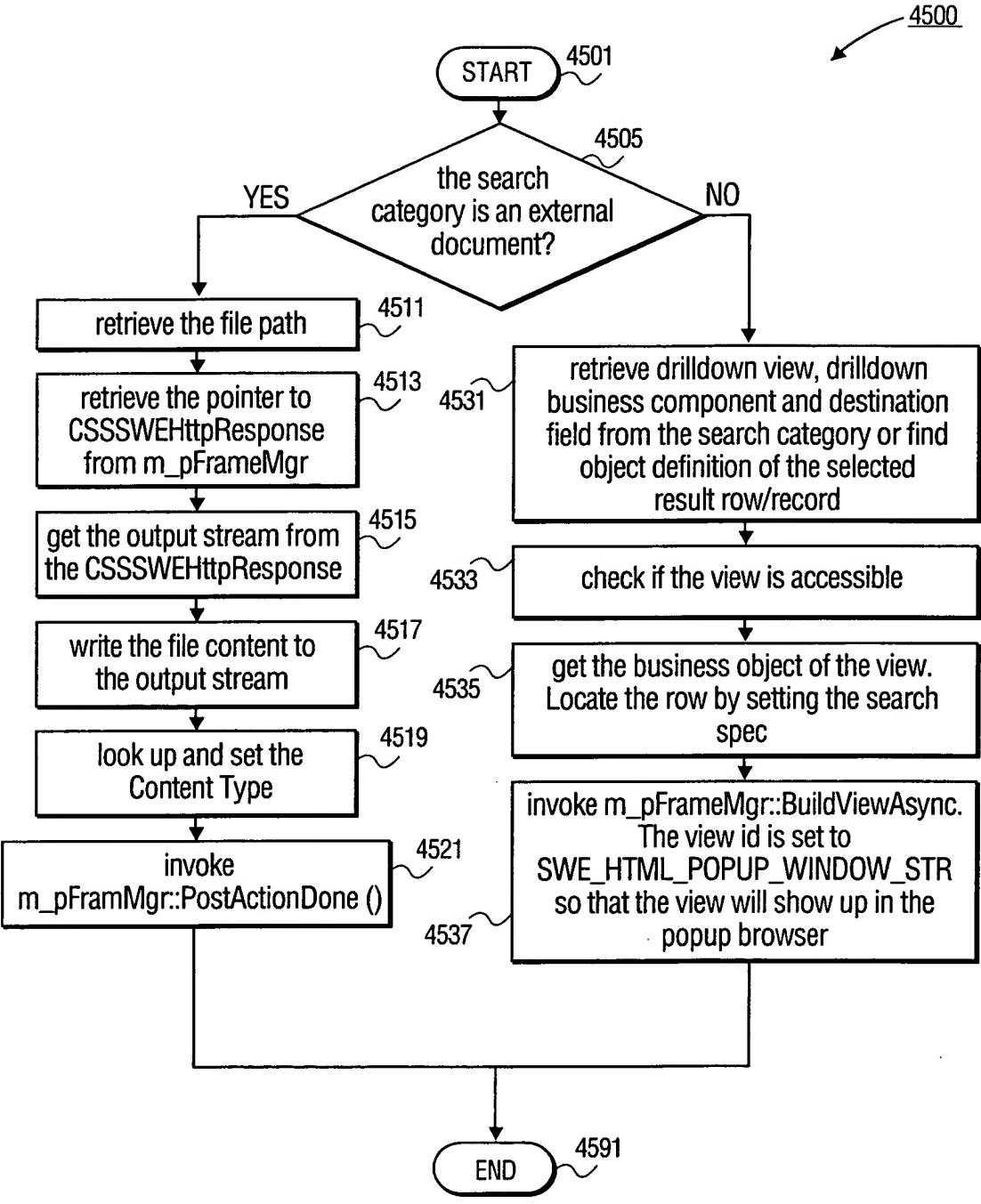


FIG. 45

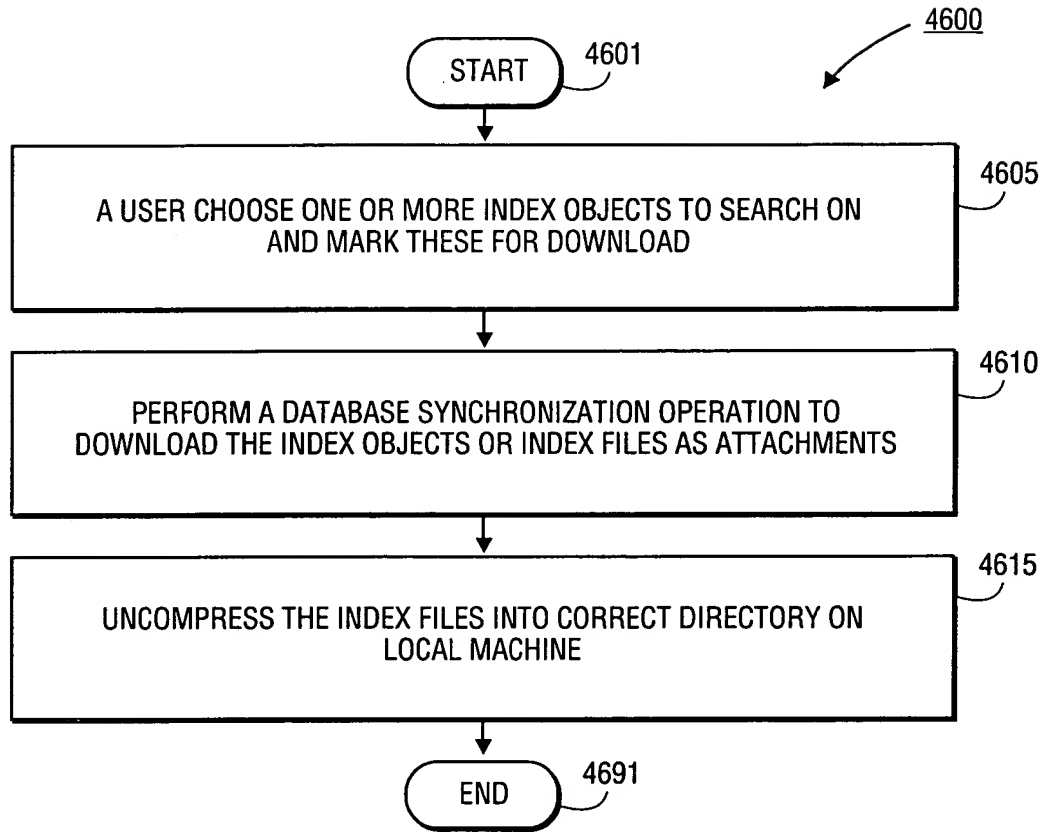


FIG. 46

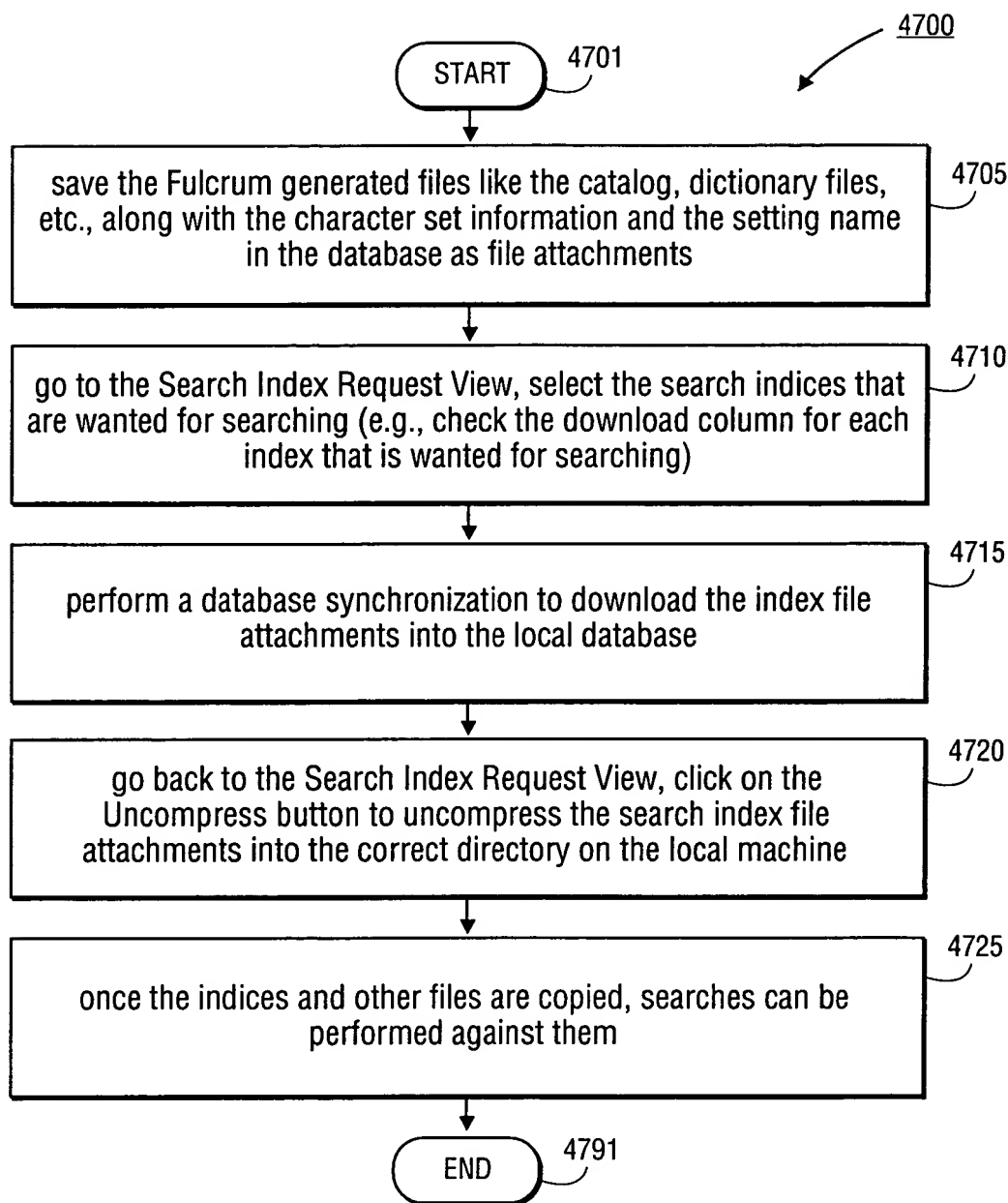


FIG. 47

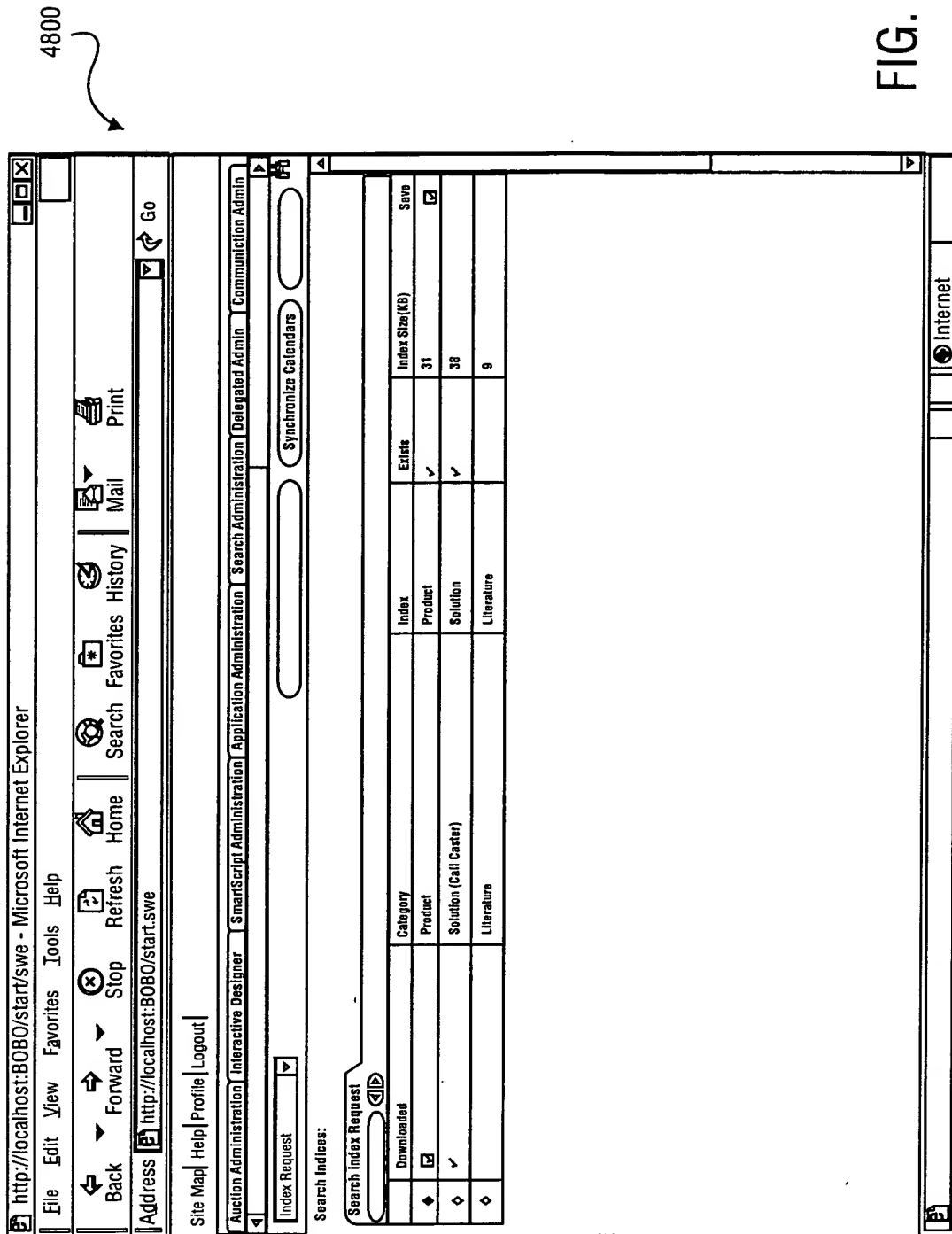


FIG. 48

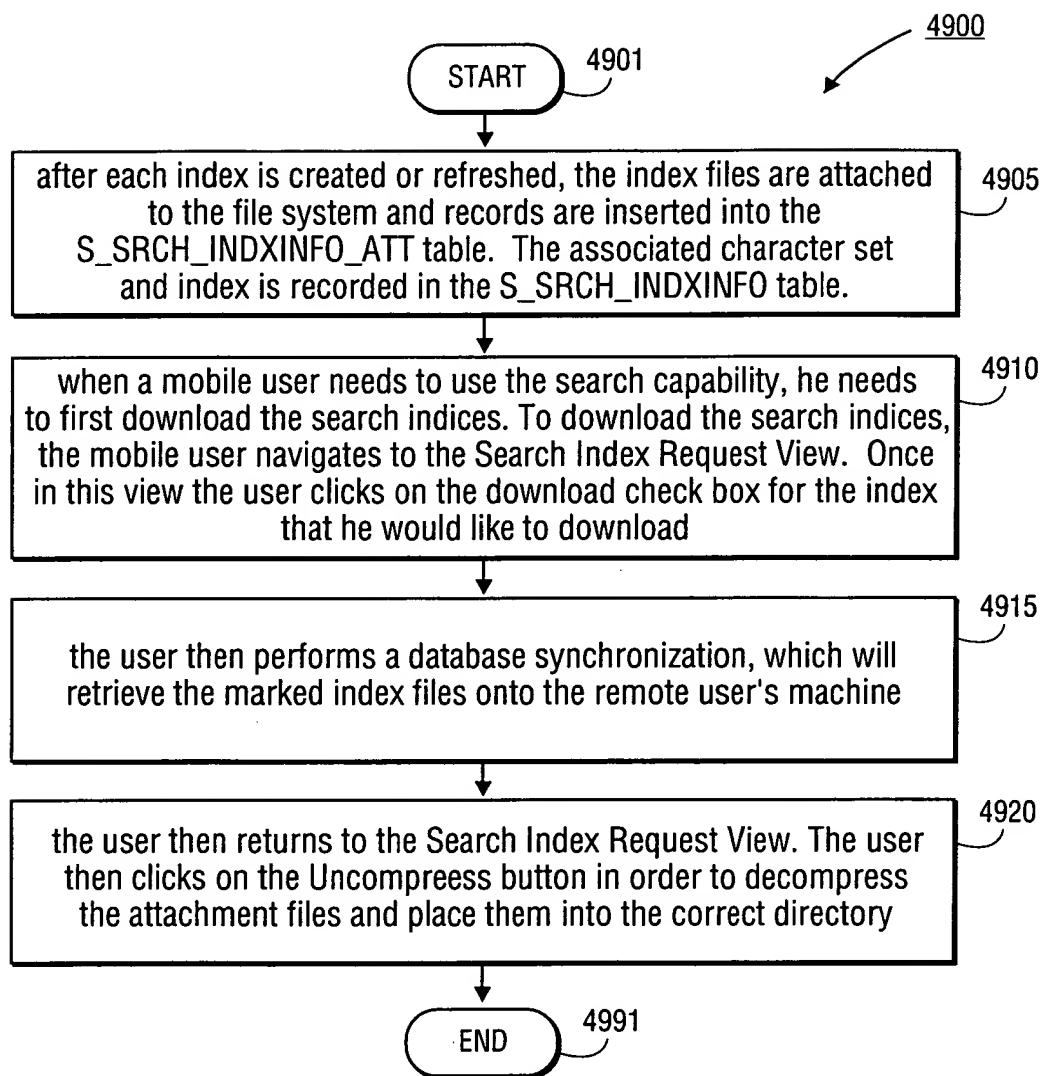


FIG. 49